

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 47014-B, dated October 18, 2022 for the Mississippi Division of Medicaid (MDOM)

From: David C. Johnson

Date: November 3, 2022

Subject: Responses to Questions Submitted and Clarifications to Specifications

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LOC Number 47014-B is hereby amended as follows:

1. Section 9, Shipping Specifications is amended as follows:

9.3 **MANDATORY** - The awarded vendor will be required to bring deinstalled equipment back to the Sillers building.

2. Section 9, Shipping Specifications is amended as follows:

9.4. **MANDATORY** - Vendor will be required to add/enroll the devices into MDOM's Intune Tenant prior to the delivery of the equipment.

3. Attachment A, Cost Information Form is hereby deleted and replaced by Attachment A-1, Cost Information Form- Revised

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: The LOC and Cost Summary list Micro PCs, but the specifications are for laptops. Please clarify which client specifications are needed.

Response: The specifications are for Laptops.

Question 2: LOC page 2 states that MDOC "is seeking to refresh their Regional Office fleet of devices and peripherals with laptops". Will the new laptops be replacing MDOM's

current installed base of thin clients, older laptops, or older desktops? Will the awarded vendor only be responsible for deinstalling the older equipment? If so, what will the vendor be required to do with the deinstalled equipment, i.e., leave each deinstalled product on the floor by each desk, put all deinstalled equipment in a central area at each office, dispose of the products in an R2 certified facility, etc.?

Response: The laptops will be replacing the current install base of laptops, desktops, and thin clients, however, for the Regional Offices, the laptops will not replace the currently installed desktops. The awarded vendor will be required to bring deinstalled equipment back to the Sillers building. Refer to Clarification Number 1 above.

Question 3: Will the vendor be required to preload any MDOM-specific software image? If so, please provide details, i.e., image size, process for which MDOM will provide gold image, etc.

Response: No software will need to be installed. Group policy will install all necessary software after initial unboxing and installation. Vendor will only be required to add/enroll the devices into our Intune Tenant. The devices will need to be added to Intune prior to the delivery of the equipment. Refer to Clarification Number 2 above.

Question 4: LOC specification 3 allows for purchases at proposed prices for a 6-month period. Given that some LOC award decisions have been delayed by multiple months in years past, will ITS start that 6-month requirement with the due date of the LOC and not the LOC award date? Will ITS reduce that price guarantee period to a lesser number of months, i.e., 5, 4, etc.?

Response: ITS requests for vendors to honor their proposed pricing for 6 months beginning on the date of the LOC Award. If vendors are not able to honor their pricing, the state will have to re-solicit the LOC. The State cannot lower the guarantee period.

Question 5: The LOC requires that products be “drop shipped” to each site, but Attachment D requires that vendor to perform installation services. Will MDOM state either in a SOW or in the Vendor Q&A Addendum all tasks to be performed as part of the quoted installation service that would not be part of any out-of-scope separately billed service? For example, a vendor may only be required to connect each laptop to a power outlet and to then power on the laptop just long enough to get a password prompt. On the other hand, the vendor may be required to connect a peripheral, remove packing debris, etc. If debris must be removed by the vendor, may it be left in an on-site MDOM dumpster or does the vendor have to haul the debris offsite via vendor’s truck?

Response: All equipment will be setup by MDOM personnel at each regional office. Empty boxes and debris will be removed by MDOM personnel. Refer to Clarifications Number 1 and Number 2 above.

Question 6: If the vendor prefers to have asset tags affixed and the asset tag numbers loaded into the BIOS at the manufacturer's factory prior to shipment, will MDOM provide those asset tags to the vendor weeks in advance of the beginning of the manufacturing process? If a vendor prefers to have asset tags affixed at the vendor's Mississippi configuration center(s), will MDOM provide those asset tags to the vendor weeks in advance of the shipment of products from the manufacturer to the vendor?

Response: **MDOM will work with property personnel to obtain the asset tags. These will be sent to the vendor to affix to the equipment near, not over, the serial number on the machine.**

Question 7: Insomuch as a local vendor can't control maintenance price increases dictated by the manufacturer and insomuch as MDOM can "fix pricing" with the purchase of a 5-year warranty, will ITS remove the 11.1.10 price escalation cap of 5% per year from the LOC specs?

Response: **No, the State will not remove the requirement, however, if a manufacturer's price increases and the vendor can show that the price increase is in line with requirement 11.1.12, the State would consider that.**

Question 8: Spec 9.1 states that laptops are to be drop-shipped according to a MDOM-defined schedule to MDOM's 30 Regional Offices throughout Mississippi. Once a vendor is able to start delivering products, will MDOM receive products at the first MDOM office without delay? What is the maximum time that MDOM will want to stretch out the installation days from delivery of products at the first office to the installation of products in the last office? Approximately how many offices does MDOM want products to be delivered to/installed at per week until the project is complete?

Response: **Once notification of delivery status is available, a schedule will be determined with each regional office that will determine the specific day the devices will be delivered. Devices can be dropped off at each Regional Office as the inventory can be made available. Storage locations will be available at each office to house the equipment until installation can occur. There's no definite time limit, but MDOM would like to have at least two offices completed per week. If the offices are in close proximity, at least three per week.**

Question 9: If products are to be delivered on pallets, how many MDOM offices have doors wide enough for pallets to be delivered via common carrier a few feet inside the MDOM office for temporary placement until installation personnel arrive 1 or more days after the product delivery? Are such pallet deliveries acceptable to MDOM? If not, what are the delivery requirements, i.e., delivery of individually boxed products via local vendor's trucks to staging area up to a maximum of X feet from the delivery door, etc.?

Response: **Most Regional Offices do not have a door wide enough for a pallet to fit through. They have a standard sized door. The equipment will need to be delivered in a way that will fit through the doors and brought to the designated storage area.**

Question 10: If MDOM is unable to inspect products within 14 days of product delivery, will MDOM consider the products to be “automatically accepted” and immediately billable on net 45-day terms so as to not add to the vendor’s A/R expense?

Response: **No.**

Question 11: If the laptops, the headsets, the webcams, and the installation services for a given site are not all provided concurrently (i.e., laptops delivered in 60 days ARO, headsets & webcams provided in 90 days ARO, etc.), will the vendor be allowed to invoice MDOM for those items separately at the itemized line-item pricing in the vendor’s LOC response? If not, will MDOM allow a vendor to invoice MDOM via one invoice per office for 100% of all products and services provided to each office within 14 days of those products and services being provided to each office?

Response: **The webcam line was left in the LOC in error, please disregard as the laptops are required to have a built-in webcam per the specifications, and per Clarification Number 3, the Cost Submission form has been updated. MDOM would prefer a single invoice per office for 100% of all products and services.**

Question 12: Will MDOM defined schedule allow for installation services to be performed between 8:00 am and 5:00 pm Monday through Friday?

Response: **MDOM staff will be completing the installation during the normal office hours of 8:00 to 5:00 Monday through Friday.**

Question 13: Equipment specification 6.9 lists a 63 WH battery. Will a 3 cell 53WH supporting Fast charge up to 50% in 30 minutes, be accepted as a functional equivalent?

Response: **Yes, this will be acceptable.**

Question 14: Equipment Specification 6.13, lists the laptop must contain one micro-SIM card tray. Does the laptop also need to support WWAN?

Response: **WWAN Support is not required.**

Question 15: Asset Tagging Services 7.1 specifies manufacturer or vendor must place an asset tag on the laptops during factory production. Is it acceptable for us as the vendor to receive the laptops and apply the asset tags?

Response: **Yes, MDOM will work with property personnel to obtain the asset tags. These will be sent to the vendor to affix to the equipment near, not over, the serial number on the machine.**

Question 16: Outside of applying the asset tag to the BIOS, are any other configuration tasks needed to be performed on the laptops?

Response: **Other than an up-to-date BIOS version, correct date/time and any changes that need to be done to support installed hardware, the Asset tag and enrollment in MDOM’s Intune Tenant are the only changes that need to be made.**

LOC responses are due Tuesday November 10, 2022, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Roshunda Mitchell at 601-432-8223 or via email at roshunda.mitchell@its.ms.gov.

cc: ITS Project File Number 47014-B